

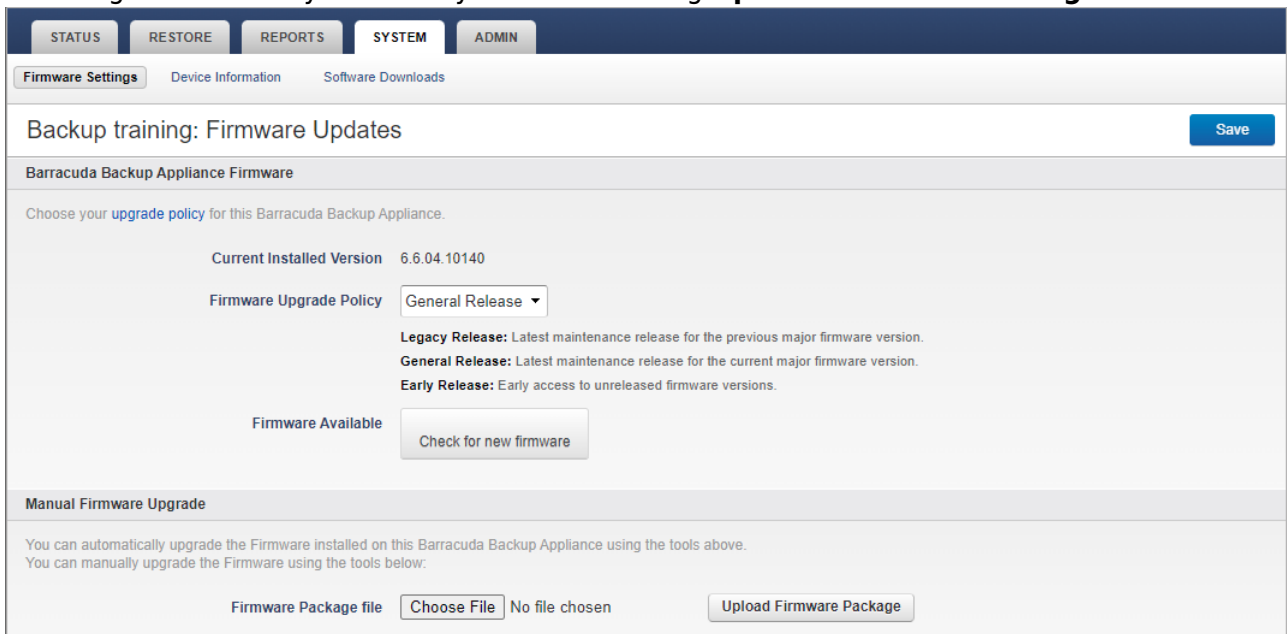
Local UI Page

<https://campus.barracuda.com/doc/78156751/>

Upgrade Firmware on a Local Control Appliance

Complete the following steps to upgrade the firmware on a Local Control appliance:

1. In a browser window, enter the Barracuda Backup appliance IP address.
2. Log in using your Barracuda Cloud Control credentials.
3. In the Barracuda Backup Local Control web interface, go to the **System > Firmware Settings** page.
4. Select the desired **Firmware Upgrade Policy**.
5. Under **Firmware Available**, click **Check for new firmware**.
6. Alternatively, if you have the firmware package file, you can opt to manually upgrade by selecting the file from your local system and clicking **Upload Firmware Package**.



The screenshot shows the 'Firmware Settings' page in the Barracuda Backup Local Control web interface. The page has a top navigation bar with tabs: STATUS, RESTORE, REPORTS, SYSTEM, and ADMIN. Below this is a sub-navigation bar with 'Firmware Settings', 'Device Information', and 'Software Downloads'. The main content area is titled 'Backup training: Firmware Updates' and includes a 'Save' button. It displays the 'Barracuda Backup Appliance Firmware' section with the instruction 'Choose your upgrade policy for this Barracuda Backup Appliance.' The 'Current Installed Version' is 6.6.04.10140. The 'Firmware Upgrade Policy' is set to 'General Release' with a dropdown arrow. Below this are definitions for 'Legacy Release', 'General Release', and 'Early Release'. The 'Firmware Available' section has a 'Check for new firmware' button. The 'Manual Firmware Upgrade' section explains that users can manually upgrade the firmware using the tools below. It includes a 'Firmware Package file' section with a 'Choose File' button, 'No file chosen' text, and an 'Upload Firmware Package' button.

7. Allow the upgrade to complete; this may take up to 10 minutes. A notification displays when the upgrade process is complete.
8. Click **OK** to close the notification. Allow approximately 10 minutes for services to update and restart. Refresh your browser to see the changes in the web interface.

Open a Support Tunnel from Local Control

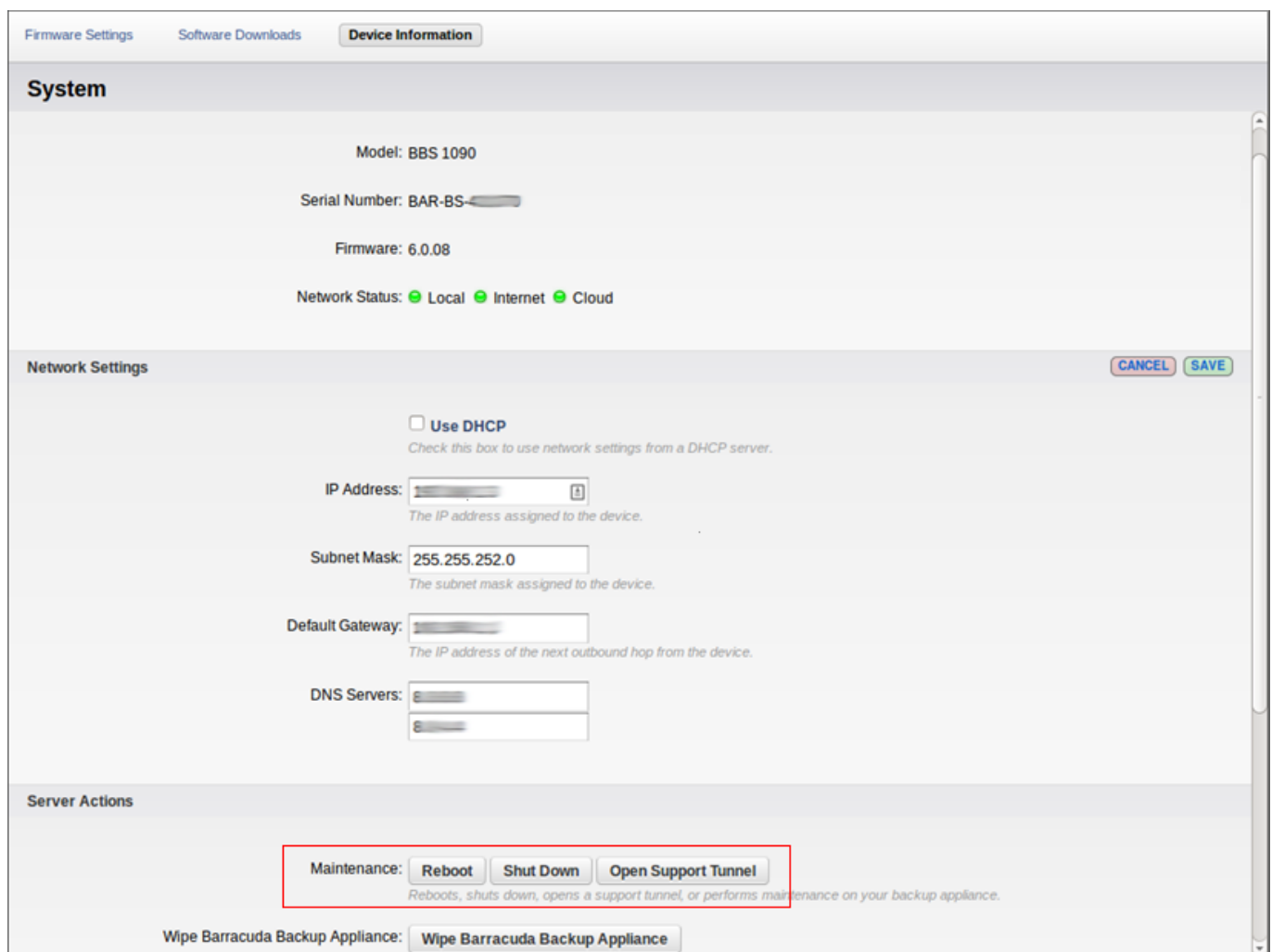
Use the following steps to log into the local interface and open a support tunnel for remote diagnostics and technical support services over TCP port 22 outbound:

1. In a browser window, enter the Barracuda Backup appliance IP address.
2. Log in using your Barracuda Cloud Control credentials.
3. Go to the **System > Troubleshooting**, click the toggle to **Open** in the **Support Tunnel** tool.
4. Once troubleshooting is complete, click the toggle to **Close**.

For more information, refer to [Technical Support](#) and [Required Outbound Connections for Barracuda Networks Appliances](#).

Shut Down a Barracuda Backup Appliance

You can remotely reboot or shut down a Barracuda Backup appliance by logging in to its local web interface. Type the Barracuda Backup IP address in a web browser, log in using your Barracuda Cloud Control credentials, and go to the **System > Device Information** page:



The screenshot displays the web interface of a Barracuda Backup appliance, specifically the **Device Information** page under the **System** tab. The interface includes a navigation bar at the top with links for **Firmware Settings**, **Software Downloads**, and **Device Information**. The main content area is divided into three sections: **System**, **Network Settings**, and **Server Actions**.

System Section: Displays the following information:

- Model: BBS 1090
- Serial Number: BAR-BS- [redacted]
- Firmware: 6.0.08
- Network Status: Local (green dot), Internet (green dot), Cloud (green dot)

Network Settings Section: Includes a **Use DHCP** checkbox (unchecked) with a note: "Check this box to use network settings from a DHCP server." Below this are input fields for:

- IP Address: [redacted] (Note: "The IP address assigned to the device.")
- Subnet Mask: 255.255.252.0 (Note: "The subnet mask assigned to the device.")
- Default Gateway: [redacted] (Note: "The IP address of the next outbound hop from the device.")
- DNS Servers: [redacted]

Server Actions Section: Contains a **Maintenance:** group with three buttons: **Reboot**, **Shut Down**, and **Open Support Tunnel**. A red box highlights these buttons. Below the buttons is a note: "Reboots, shuts down, opens a support tunnel, or performs maintenance on your backup appliance." At the bottom of the page, there is a **Wipe Barracuda Backup Appliance:** button.

You can also perform a safe shutdown of a Barracuda Backup appliance by pressing the **POWER** button on the front of the device. This issues a shutdown command to all system and service processes before the device powers down.

Caution

Do not push the **POWER** button for more than a couple of seconds. Holding it for five seconds or longer causes an immediate hard shutdown. This interrupts running processes and the Barracuda Backup appliance powers off before unmounting the file system.

Figures

1. localUIfirmware.png
2. DeviceInformation.png

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